

## Application Data Sheet

### Application Information

Application number::

Filing Date:: 11/30/01

Application Type:: Regular

Subject Matter:: Utility

Suggested classification::

Suggested Group Art Unit::

CD-ROM or CD-R?: Listing

Number of CD disks:: 1

Number of copies of CDs:: 2

Sequence submission?: N/A

Computer Readable Form (CRF)?:

Number of copies of CRF::

Title :: Systems and Methods for Managing  
Customer-Related Communications

Attorney Docket Number:: 109.0016

Request for Early Publication?: No

Request for Non-Publication?: No

Suggested Drawing Figure::

Total Drawing Sheets:: 19

Small Entity?: No

Latin name::

Variety denomination name::

Petition included?: No

Petition Type::

Licensed US Govt. Agency::

Contract or Grant Numbers::

Secrecy Order in Parent Appl.?: No

## **Applicant Information**

**Applicant Authority Type::** Inventor,  
**Primary Citizenship Country::** USA  
**Status::** Full Capacity  
**Given Name::** James  
**Middle Name::** L.  
**Family Name::** Volpe  
**Name Suffix::**  
**City of Residence::** Raleigh  
**State or Province of Residence::** NC  
**Country of Residence::** USA  
**Street of mailing address::** 1815 Oakboro Drive  
**City of mailing address::** Raleigh  
**State or Province of mailing address::** NC  
**Country of mailing address::** USA  
**Postal or Zip Code of mailing address::** 27614

**Applicant Authority Type::** Inventor  
**Primary Citizenship Country::** USA  
**Status::** Full Capacity  
**Given Name::** Mark  
**Middle Name::**  
**Family Name::** Dabkowski  
**Name Suffix::**  
**City of Residence::** Raleigh  
**State or Province of Residence::** NC  
**Country of Residence::** USA  
**Street of mailing address::** 5528 Overleaf Ct.  
**City of mailing address::** Raleigh  
**State or Province of mailing address::** NC  
**Country of mailing address::** USA  
**Postal or Zip Code of mailing address::** 27615

**Applicant Authority Type::** Inventor  
**Primary Citizenship Country::** USA  
**Status::** Full Capacity  
**Given Name::** Barry  
**Middle Name::**  
**Family Name::** Johnson  
**Name Suffix::**  
**City of Residence::** Raleigh  
**State or Province of Residence::** NC  
**Country of Residence::** USA  
**Street of mailing address::** 2140 Hamrick Drive  
**City of mailing address::** Raleigh  
**State or Province of mailing address::** NC  
**Country of mailing address::** USA  
**Postal or Zip Code of mailing address::** 27615

**Applicant Authority Type::** Inventor  
**Primary Citizenship Country::** US  
**Status::** Full Capacity  
**Given Name::** Kristin  
**Middle Name::**  
**Family Name::** Simora  
**Name Suffix::**  
**City of Residence::** Raleigh  
**State or Province of Residence::** NC  
**Country of Residence::** USA  
**Street of mailing address::** 2009 Katesbridge Lane  
**City of mailing address::** Raleigh  
**State or Province of mailing address::** NC  
**Country of mailing address::** USA  
**Postal or Zip Code of mailing address::** 27614

## Correspondence Information

Correspondence Customer Number :: 27997  
Phone number:: 919-942-1434  
Fax Number: 919-969-7844  
E-Mail address:: phpriest@msn.com

## Representative Information

Representative Customer Number::	27997	
----------------------------------	-------	--

## Domestic Priority Information

Application ::	Continuity Type::	Parent Application::	Parent Filing Date::
This Application (for current application) or enter app. no. if priority refers to a previously filed app which is in turn related to the app being filed	Non-Provisional		

## Foreign Priority Information

Country::	Application number::	Filing Date::	Priority Claimed::

### Assignee Information

<b>Assignee name::</b>	GE Mortgage Holdings, LLC
<b>Street of mailing address::</b>	6601 Six Forks Road
<b>City of mailing address::</b>	Raleigh
<b>State or Province of mailing address::</b>	NC
<b>Country of mailing address::</b>	USA
<b>Postal or Zip Code of mailing address::</b>	27615